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ABSTRACT

This publication is based on the work of The State Library of Ohio, the National Bookmobile Guidelines Committee, and staff of local Ohio bookmobile programs. Draft guidelines were approved by the 7th National Bookmobile Conference (May 31-June 2, 1992). The Guidelines provide brief statements of standards followed by specifics which indicate whether guidelines are being met. The Guidelines are divided into four sections: (1) Administration, which includes management, funding, staffing, supervision, stops, evaluation of service, collection development, and marketing/public relations; (2) Public Service, which includes circulation services, information services, and target audiences; (3) Bookmobile Vehicle Construction Guidelines, which cover specifications for size, the chassis, the body, interior furnishings, heating and air conditioning, auxiliary power, driver's area design, applicable regulations and laws, safety equipment, important miscellaneous items, and optional equipment; and (4) Bookmobile Maintenance, which recommends following all maintenance and warranty documents, developing and following a schedule of maintenance, having a reliable mechanic and convenient garage available, daily and periodic maintenance, generator maintenance, and a back up delivery system. Lists of the members of the National Bookmobile Guidelines Committee and the members of the Ohio Bookmobile Focus Group are included. (KRN)

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National Bookmobile Guidelines

1992

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NEW GUIDELINES FOR THE 21ST CENTURY

Richard M. Cheski
State Librarian of Ohio

As I observed in the foreword to the first edition, "the *National Bookmobile Guidelines* evolved to fill a need." This present volume, a thorough revision of the 1988 work, "evolved" for exactly the same reason. An improved version of the *Guidelines* was required because American and Canadian bookmobile supporters—taking to planning with a commendable zeal—requested one.

Considering the extended process usually involved in re-working library standards and guidelines, it is remarkable that the *National Bookmobile Guidelines* could be revised in only one year. This "fast track" approach was made possible through extraordinary cooperative efforts within the bookmobile community. Since 1988 suggestions for revising the *Guidelines* have been sent to the State Library of Ohio on a routine basis. These provided the first indication that a revision might be necessary. In late 1991, an invitation was issued to Ohio's bookmobile programs to solicit input on the *Guidelines* through meetings called to examine their continuing effectiveness. Thanks to the willingness of participants to defy snow, sleet and bitter cold, the *Guidelines* were discussed in two extended focus groups held in January, 1992. The names of individuals who participated, and the libraries they represent, are found in Appendix A.

The work of another key group, the *National Bookmobile Guidelines Committee*, was critical to the revision process. Committee members, with experience from California to Ontario and Virginia, brought a national and international perspective to the effort. After reviewing the in-process draft by mail and telephone prior to the 7th National Bookmobile Conference (May 31-June 2, 1992), these dedicated individuals spent the second night of the Conference rewording the draft *Guidelines* to respond to suggestions voiced by Conference participants during the Monday afternoon discussion. Following the report on their work to the final session of the Conference, the Committee members assumed the further duty of insuring that the published *Guidelines* remained true to the intent of the Conference participants.

The members of the National Bookmobile Guidelines Committee include:

Bill Crowley, Chair,
State Library of Ohio

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Mary Tutton
Warren-Newport Public Library (Illinois)

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Indianapolis-Marion Co. Public Library (Indiana)

Ultimately, the worth of the *National Bookmobile Guidelines 1992* reflects the willingness of the 7th National Bookmobile Conference participants to discuss, tear apart, and rebuild the draft. The process was intense and the articulation of strongly held opinions gave clear evidence of the continuing vitality of the bookmobile community. Nevertheless, when the final vote on the greatly amended draft was called, virtually everyone in the hall rose in support.

Since the State Library of Ohio is the proud sponsor of the process which led to the adoption of both the original and the revised *Guidelines*, I have the opportunity to bring to the reader's attention the contributions, both public and behind the scenes, of individuals valuable to the revision effort. The crucial work of the Ohio focus groups and the *National Bookmobile Guidelines Committee* has already been mentioned. So too have the achievements of the National Bookmobile Conference participants who built on the accomplishments of the successful conferences of past years.

Within the State Library of Ohio the ongoing support of the State Library Board for bookmobile service has been a particularly positive factor. So too has been the extensive work of Sharon Boyer, who also joined with Barbara Baileys in typing and "desk top publishing" the evolving document. As she has in past years, Susan Thomas negotiated the arrangements for the 1992 Conference. The expertise of Jane Byrnes, who publicized the Conference and worked closely with John Philip in the final editing of these *Guidelines* and Bill Crowley, who ably chaired all committee and public *Guidelines* discussions, is a pleasure to note. As always, a distinct observation on the work of John Philip is in order. John's unmatched expertise can be discerned on every page of these *Guidelines*. Throughout the process, he has been essential to providing the bookmobile community with a unique tool for operating a bookmobile program and demonstrating the value of bookmobile services.

To all involved—both named and unnamed—I offer heartfelt thanks for your part in the success of our cooperative effort!

National Bookmobile Guidelines

Section 1. Administration of the Bookmobile Program

1.1 Management: The bookmobile program is managed with the same criteria as a branch or other library program. The bookmobile program meets this guideline if:

1.1.1 Proper planning for service, including the development of the library mission statement, goals, objectives and procedures, has been done to identify community needs and has included the various roles which the bookmobile can play in meeting these needs.

1.1.2 Bookmobile staff are included in all library planning activities, e.g., such as implementation of user surveys, output measures, long range plans and annual goals and objectives.

1.1.3 Bookmobile planning is based on such factors as monitoring of demographics, growth and use patterns, levels of need and public demand.

1.1.4 Planning is done cooperatively with, for example, local planning agencies, schools, and agencies with clientele who do or can utilize bookmobile service.

1.1.5 Planning, as exemplified in items 1.1.3 and 1.1.4, is done prior to changes in bookmobile schedules or other aspects of the bookmobile program.

1.1.6 Use of bookmobiles is based on the determination that it is the most effective method to deliver library service to the populations or geographical areas selected for service.

1.1.7 Policies and procedures are comparable for all library customers.

1.2 Funding: Bookmobile service should be adequately funded.
A library meets this guide line if:

1.2.1 The bookmobile program has a separate operating budget at a level designed to meet the library's goals and objectives for bookmobile service.

1.2.2 Bookmobile costs are documented, monitored, and tracked separately from other system costs.

1.2.3 A replacement fund or equivalent for vehicles is part of the library budget.

The replacement fund should be equal to no less than ten percent of the cost of a suitably sized vehicle in the annual budget.

1.2.4 Appropriate physical facilities are provided. A library meets this guideline if:

1.2.4.1 Office space equals the standard minimum of 100 square feet per staff member, not including space for collections. Office equipment comparable to other departments is provided.

1.2.4.2 A covered garage large enough for easy docking and loading of vehicles is provided. Garage doors should be at least 14 feet high, automatic and secure.

1.2.4.3 Facilities allow staff to carry out bookmobile tasks without interference from or to other library activities.

1.2.4.4 Adequate facilities for washing, cleaning and maintenance of bookmobiles are provided.

1.2.4.5 Facilities meet federal OSHA (Occupational Safety and Health Act), state, or Canadian/provincial, and other applicable standards.

1.2.5 Funding for library-wide programs, e.g., circulation systems, should include a bookmobile component.

1.3 Staffing: The staffing of the bookmobile should be organized to provide personnel adequate to carry out the objectives of the program. A library meets this guideline if:

1.3.1 A minimum of two staff members are on the bookmobile during all service hours.

1.3.2 Requirements for the employment and training of bookmobile staff are comparable to those of other departments with similar responsibilities.

1.3.2.1 A current written job description for each position is provided.

1.3.2.2 There is at least one staff member with a four year college degree and a minimum of one year of public library experience per bookmobile.

1.3.2.3 A librarian with a masters degree from a program accredited by the American Library Association is advisable.

1.3.3 Readers advisory service is provided along with necessary clerical duties.

1.3.3.1 Staff trained in basic reference work are available during all hours of bookmobile service.

1.3.4 Initial and on going training is provided. A library meets this guideline if:

1.3.4.1 Staff with responsibility for readers service should receive, at a minimum, basic and continuing training in quality public service: negotiating a customer interview, use of reference sources, use of back-up reference assistance including the library's reference department, general library services, etc.

1.3.4.2 Appropriate driver training to ensure safe vehicle operation in accordance with local, state, and federal, or Canadian/provincial, laws and regulations is given.

1.3.4.3 The library provides appropriate safety training for all staff members, e.g., proper methods of lifting heavy loads.

1.3.4.4 The library conducts in-service training in dealing with problem customers and difficult situations, routine vehicle maintenance, etc.

1.3.4.5 Training is provided in emergency procedures.

1.3.5 A backup interactive method of reference referral is established with another library outlet with an adequate reference collection.

1.4 Supervision: The bookmobile program should be effectively supervised.
The bookmobile meets this guideline if:

1.4.1 Supervision is consistent with that given other departments, and evaluated under the same criteria.

1.4.2 Management staff make on site visits.

1.4.3 Supervisory staff use the same criteria for program and staff evaluation as used with other departments.

1.4.4 There are clear, written lines of supervision and authority.

1.5 Stops: Criteria for establishing, maintaining and eliminating bookmobile stops.
The bookmobile schedule should be designed to place the bookmobile where convenience, location and time will enhance use by customers. It should reflect the role chosen for the bookmobile service. The bookmobile schedule meets this guideline if the following factors have been considered:

1.5.1 Service hours reflect the system approach as closely as possible.

1.5.2 Service hours are provided for each segment of the community to be reached, e.g., after school hours for children, evening and weekend hours for most adults.

1.5.3 Weekly service is provided.

1.5.4 Local factors such as neighborhoods with unique needs, house to house service in rural areas, institutions, nursing homes, etc., are reflected in service programs. Delivery concerns connected with each of these should be considered.

1.5.5 The duration of a stop is normally no less than one half hour. Stops with fewer customers can be shorter if otherwise justified.

1.5.6 Minimum circulation levels of 40-50 per hour are maintained. Deviations from this norm are approved only for specific reasons, such as geographical coverage or to provide programming or services to special customer populations.

1.5.7 Stops are adjusted in response to above average circulation, high customer count, or exceptional reference use.

1.5.8 Schedules are changed infrequently in order to provide continuity and establish a use pattern.

1.5.9 Established stops should be cancelled only after six to twelve months of low use and publicity regarding alternate service sites.

1.6 Evaluation of service: Evaluation of the bookmobile program is essential and ongoing.
This guideline is met if:

1.6.1 The service program is annually evaluated regarding the achievement of its goals and objectives.

1.6.2 Cost-benefit analysis comparable to that applied to other departments is utilized.

1.6.3 Bookmobile department changes are made only after data has been collected and subjected to the same level of analysis as data collected in any other library department.

1.6.4 Appropriate output data is collected to facilitate evaluative decisions. Minimum data collected should include, on a minute, hour or annual basis: circulation, customers, requests for materials and information. Information on costs per hour, day or year and patrons per hour, day or year is also useful.

1.6.5 Data on the cost of vehicle operation is established and kept for each vehicle.

1.6.6 Service standards similar to other departments with regard to quality of service are maintained.

1.6.7 Partial customer studies are completed yearly. Full analyses of customer patterns are completed every five years.

1.7 **Collection development: The collection development and materials access policy for bookmobile operations should address both basic "community services" programs and, as appropriate, specialized programs such as services to the elderly, schools, jails, etc.** The bookmobile collection development policy should serve as a guideline for the selection, ordering, and retention of materials and provide for access to materials not immediately available at the point of contact. The bookmobile collection and materials access policy will meet this guideline if:

1.7.1 It is consistent with the written overall goals of the library and with the specific goals of the bookmobile service program.

1.7.2 It promotes the written, board approved statement for the specific goals and objectives of the bookmobile program.

1.7.3 Personnel are assigned responsibility for materials selection and maintenance with decisions based on expressed customer interests and professional selection criteria. This guideline is met if:

1.7.3.1 It identifies the person(s)/positions(s) responsible for selection and maintenance of material.

1.7.3.2 It provides for input into the selection process by bookmobile staff having contact with the public.

1.7.3.3 It systematically screens customer requests for potential purchase and obtains appropriate titles in a timely manner.

1.7.3.4 It uses general circulation periodicals and professional review journals as selection tools.

1.7.3.5 A policy exists regarding donations to the collection.

1.7.3.6 A policy exists on the use of standing orders.

1.7.4 It results in an attractive, available collection of high interest materials in a variety of formats (books, large print books, books on tape, videos, records, compact discs (CDs), periodicals, etc.) for both current and retrospective materials for both recreational and informational needs of customers. This guideline is met if the bookmobile program:

1.7.4.1 Does not utilize items discarded from the main library or the branches as an ongoing source of its stock.

1.7.4.2 Has a designated budget line item for purchasing materials.

1.7.4.3 Has access to a conveniently located, well-supplied collection of materials at least three times the size of the collection carried by a single vehicle. Proportionately more materials are available for added bookmobiles in service.

1.7.4.4 A separate bookmobile collection is preferred for reasons such as ease of access during re-stocking and more timely response to heavy demands by special customers such as teachers or children at school stops.

1.7.4.5 Where a separate collection is not utilized, extra staff time should be allotted for restocking, filling of requests, and assuring equal access by bookmobile customers to the full collection.

1.7.5 If it provides access to the full range of materials desired by patrons, whether or not the materials are immediately available on the bookmobile. This guideline is met if customers:

1.7.5.1 Have immediate access to 50 percent of the library materials they want, as determined by actual count at least annually.

1.7.5.2 Receive within one visit cycle 80 percent of all requested materials not immediately available on the bookmobile, with the exception of interlibrary loans and best sellers.

1.7.5.3 Have full access through the bookmobile to all circulating materials owned by the system through intra-library loan.

1.7.5.4 Have full access to the normal interlibrary loan procedure for materials not owned by the system.

1.7.5.5 Are not discriminated against in the use of materials or services due to age of the customer or format of the material.

1.8 **Marketing/Public Relations: The marketing and publicizing of the bookmobile program should be designed to alert the maximum feasible number of potential customers in a given area to the services of the bookmobile.** It should be produced to motivate use while informing potential customers of the contents of the service provided. The audience to which this effort is aimed will vary from all community residents to specific target groups. A library bookmobile program meets this guideline if:

1.8.1 The bookmobile marketing/publicity program is a part of the overall library program. Effective marketing approaches are utilized in planning for and delivering service.

1.8.2 The bookmobile is clean, painted an eye-catching color and displays the system logo or other design which focuses attention on the bookmobile and/or the library.

1.8.3 Mass media is used to tell the library/bookmobile story and to publicize ongoing and special events.

1.8.3.1 Mass media approaches traditionally used to publicize the program include:

1.8.3.1.1 Daily radio announcements, possibly including locations, times of stops, and cancellations. Special radio programming should be sought.

1.8.3.1.2 Special service promotions made regularly on the radio and, if available, TV.

1.8.3.1.3 Newspaper releases, book lists, schedules, etc.

1.8.3.1.4 Newspapers special features with photographs of the bookmobile, its customers and staff.

1.8.3.1.5 Electronic signs.

1.8.3.1.6 Promotional video tapes.

1.8.4 Printed materials are distributed from the fixed library facilities, the bookmobile or mailed directly. Printed materials may include:

1.8.4.1 The bookmobile schedule. It should be easy to read, reflect the desired image of the library, and provide information about time and locations of stops in an attention-getting design. It should display the library logo and information about the library system.

1.8.4.2 Specially prepared flyers and/or broadsides, placemats, etc. These can be effectively utilized as handouts to focus on topics, services, and authors with works available on the bookmobile or from the system.

1.8.4.3 Displays on the bookmobile and/or distributed throughout the community.

1.8.4.4 Outdoor signs located throughout the community including, if feasible, the "bus stop" type.

1.8.4.5 A brochure concentrating on bookmobile operations.

1.8.4.6 Bookmarks. These can feature the schedule, services or authors, or special topics which may lend themselves to this format.

1.8.4.7 The library newsletter.

1.8.4.8 The library's annual report with the bookmobile featured.

1.8.5 A variety of programs lend themselves to the bookmobile program. These may include:

1.8.5.1 Story hours on the bookmobile or at sites adjacent to bookmobile stops.

1.8.5.2 Summer park stops.

1.8.5.3 Staff as speakers at community programs.

1.8.5.4 The bookmobile itself or a booth at community events such as fairs.

1.8.5.5 Movies shown inside the bookmobile or on the outside panels.

1.8.5.6 Craft workshops.

1.8.5.7 Parades.

1.8.5.8 Book talks - adult, juvenile and senior citizens.

1.8.5.9 Summer reading clubs with prizes.

1.8.6 Community involvement is encouraged and can include:

1.8.6.1 Radio and TV programs.

1.8.6.2 Neighborhood newsletters.

1.8.6.3 Church bulletins.

1.8.6.4 Store displays including library designed posters with the bookmobile schedule.

1.8.6.5 Government agencies focusing particularly on those with a natural affinity to the bookmobile function.

1.8.6.6 Service clubs and children's clubs (4-H, Scouts, etc.)

1.8.6.7 Welcome Wagon.

1.8.6.8 Visitors and convention bureau.

1.8.6.9 Schools with programs and schedule distribution.

1.8.6.10 A free 800 number.

1.8.7 Emergency cancellations of service.

1.8.7.1 Provisions are made for informing customers when services are cancelled temporarily.

Section 2. Public Service

The general guideline proposed is for the bookmobile to offer a quality of service comparable to a system branch. This guideline will be met if circulation, information service and target populations are given appropriate priority.

2.1 Circulation services should be comparable to service provided at branches whether they are "off line" or "on line."

2.1.1 Off line circulation can be via card, photocopy or computer system.

2.1.2 On line computer systems can be tied via phone or radio to the central computer of the library.

2.1.3 Bookmobile statistics should be maintained which are comparable to statistics kept at branches. At a minimum these should include transaction records of the following:

2.1.3.1 Reference questions as locally defined.
2.1.3.2 Customer count.
2.1.3.3 Requests taken and filled.
2.1.3.4 Information questions taken.
2.1.3.5 Interlibrary loans and reserves. (See Section 1.6 Evaluation of service.)
2.1.3.6 Registration count of customers.
2.1.3.7 Items circulated.

2.1.4 All library collections, including books, audiovisual materials software, realia and other items are available to bookmobile patrons on the same or a comparable basis as to all other customers.

2.1.5 Circulation rules and procedures are comparable for all library customers.

2.1.6 Bookmobile customer requests and reserves are given the same priority as other requests and reserves.

2.2 Information services of the bookmobile should be comparable to services provided at branches. These will normally include:

2.2.1 Readers advisory service.

2.2.2 Technology assisted services such as:

2.2.2.1 Database searching.
2.2.2.2 Fax.
2.2.2.3 Copiers.
2.2.2.4 Phone.

2.2.3 A "ready reference" level of information service is provided with reference materials.

2.3 Target audiences include but are not limited to the following:

2.3.1 Preschool children or home care centers. This includes children not at home and not available for traditional bookmobile service.

2.3.2 Young adults. Specially designed programs which make an effort to reach this group.

2.3.3 Older readers. This includes service to nursing or retirement homes, nutrition centers or similar locations.

2.3.4 Communities in unserved or underserved areas. How "unserved" or "underserved" are defined is locally determined.

2.3.5 Customers living in institutions, e.g., corrections, mental health, and shelters.

2.3.6 Persons with disabilities.

As noted in section 3.4.9.4 of these *Guidelines*, the level of access to persons restricted to a wheel chair must be determined locally.

There are other methods of serving persons with disabilities. For many, the bookmobile is still viable.

2.3.7 Schools. Service to schools is a controversial area and represents a difficult management decision.

Arguments for and against bookmobile service to schools may be summarized as follows:

Pro	**Con**
School libraries are typically inadequate or nonexistent. School budgets are tight.	Public library funding is not designed to underwrite school media centers. Public library budgets are typically strained to meet after-school student needs and needs of the general community.
Provides access to children at the age when the reading habit should begin.	This objective needs to be assessed.
Many parents will not bring their children to the library.	
School service produces high circulation.	School service is expensive in staff, time and materials.
The bookmobile can provide materials needed for the education of children.	A quality media center can do the job better when properly funded. Bookmobile service to schools can inhibit the growth of effective school media centers.

Section 3. Bookmobile Vehicle Construction Guidelines

This section of the *Bookmobile Guidelines* provides guidelines for the construction of a bookmobile vehicle. The intent is to provide advice for those designing a bookmobile to meet local needs for service. Where United States requirements are cited, **Canadian users should reference appropriate Canadian standards.** Specific citations are to current and successor government or industry standards.

Construction of a bookmobile is comparable to that of a fixed library facility. A similar planning process should be followed. This section is not intended to be comprehensive. There are simply too many variations in vehicle design and chassis for such an approach. Relevant codes or regulations such as the Federal Motor Vehicle Safety Standards (FMVSS) in the USA or the Canadian Motor Vehicle Safety Standards (CMVS) in Canada should be followed whether or not they are specifically cited in these guidelines. New standards and amendments, routinely issued by the National Highway Traffic Safety Administration (USA), will appear in the *Federal Register*. In Canada the library's provincial ministry of transportation should be contacted for up to date information. Where questions arise, it is strongly recommended that a professional engineer who has bookmobile or similar expertise and who is a member of the Society of Automotive Engineers be contacted.

The bookmobile used in public service should be designed to provide safe, dependable service consistent with the role chosen for the program.

Each bookmobile should:

3.1 Be of a size to facilitate its proposed specific use. Variables include intended customers, proposed numbers and types of materials, special access, special collections, storage space. Most added features will have an impact on vehicle size or holdings. For example, a wheel chair lift requires about 42 inches of wall space. A bookmobile meets this guideline if:

3.1.1 Patrons are not unduly crowded during service.

3.1.2 Staff have room to shelve books and interact with patrons.

3.1.3 A full variety of materials can be shelved.

3.1.4 There is temporary storage space for returned materials.

3.1.5 There is writing space for requests, registrations, etc.

3.1.6 There is space for possible enhancements including automated circulation and/or data base searching systems.

3.2 Be built on a chassis adequate to support vehicle weight and to support features made necessary by law, good engineering practice, standard specifications, ease of access for maintenance and program objectives. A chassis meets this guideline if the following components have been addressed in relation to the bookmobile's intended function:

	Component	*Recommendation*
3.2.1	Chassis	A locally serviceable chassis is preferred. If possible, it should be selected from among models traditionally utilized for bookmobiles.
3.2.2	Payload weight	Varies with size (see 3.2). One pound per book is a traditional standard for estimating payload weight.
3.2.3	Gross vehicle weight	Varies with size (see 3.2).

3.2.4	Wheelbase	Varies with size (see 3.2). Vehicles with shorter wheel bases turn in a shorter radius. Excessive rear overhang risks drive-ability problems. At least 55 to 60 % of the total vehicle length should be covered by wheel base.
3.2.5	Axle-front	Varies with size (see 3.2).
	Axle-rear	Varies with size (see 3.2).
3.2.6	Brakes	Heavy duty/power assisted. Disc rear and front are recommended where appropriate. All braking systems shall comply with FMVS-105 or 121 and manufacturers recommendations for design.
3.2.7	Alternator	Ninety to 160 AMP. Varies with specified needs.
3.2.8	Engine	Varies with make and model. Under-powering should be avoided for safety and service reasons.
3.2.9	Fuel tank	Large enough for miles driven or gallons needed.
3.2.10	Fuel	The type of fuel used should be selected relative to its availability. Current and future requirements under the Clean Air Act and local/state regulations can affect fuel selections. Use of the same fuel for the engine and generator is preferred.
3.2.11	Steering	Power assisted/integral is recommended.
3.2.12	Transmission	Automatic 3-4 speed, Allison/Spicer/Clark's commonly utilized.
3.2.13	Tires	Steel belted radial size to match chassis weight and axle ratings are recommended.
3.2.14	Battery	Twelve volt battery is recommended. A trickle charger is recommended for the generator.
3.2.15	Springs/Suspension	Heavy Duty. Conforming to chassis gross vehicle weight (GVW) ratings.
3.2.16	Tow hooks	Front. A second rear tow hook is recommended. Both should be attached to the frame.
3.2.17	Frame	Seamless Box Steel, Carbon Steel Channel or equivalent.
3.2.18	Exhaust System	Seamless or electrically welded construction is recommended. Appropriate safety and passenger confort, and manufacturers designs should be followed. It should be vented away from passenger doors. CFR (Code of Federal Regulations) 393.83, 325.91 should be followed by manufacturer as relevant.
3.2.19	Radiator	Cooling demands will depend upon climate and terrain.
3.2.20	Horn	Dual electric recommended. Air horn optional.

3.2.21 Frame shall be designed to correspond with, or exceed where appropriate, standard performance criteria for trucks of the same general load specifications used for pick-up and delivery service. The added weight of bookmobile patrons at times of maximum usage should be considered.

3.2.22 Frame chassis longitudinal members shall be one-piece construction with the following exceptions:

3.2.22.1 Where extension of longitudinal members shall be designed, furnished and guaranteed by chassis or body manufacturer. Installation shall be guaranteed by the company installing extension. Extension of frame lengths shall not be for the purpose of extending the wheel base.

3.2.22.2 Holes shall be permitted in the chassis rails only when drilled at the chassis plant or authorized by the chassis manufacturer. Tampering with the chassis which violates its integrity is never appropriate.

3.2.22.3 Welding to chassis rails is permitted only as recommended by chassis manufacturer and must be guaranteed by the company making the modifications.

3.2.23 Shock Absorbers Double acting, heavy duty, installed on front and rear of chassis.

3.2.24 Springs Suspension assemblies shall maintain control of the vehicle under all recommended loading conditions.

3.2.24.1 Heavy duty springs are recommended, conforming to chassis GVW ratings. Springs or suspension assemblies shall be designed to carry their proportionate share of gross vehicle weight. Manufacturers must be told load requirements.

3.2.25 The vehicle may be equipped with truck type, heavy duty integral power steering.

3.2.26 All wiring shall conform to or exceed current standards of the Society of Automotive Engineers or Underwriters Laboratories, Inc. as required. Wires should be bundled and labeled and be of a continuous color their full length. A diagram should be provided to the purchaser.

3.2.27 The entire underside of the body, including floor components, sides and panels below floor level and exterior compartments, shall be coated with fire-resistant, asphalt base, rubber base, or other approved material applied by spray method.

3.3 Have a body coordinated with chassis selection (see above) and designed to be durable, attractive, functional and comfortable for staff and customers. A bookmobile body/shell meets this guideline if, with program related exceptions, it responds to the following:

3.3.1 Dimensions maximize usable space.

3.3.2 Inside height is maximized (e.g., can be at 6'7" or more for certain models).

3.3.3 Inside width is between 7' and 8' for most models.

3.3.4 Space between rear of the vehicle to driver's seat is maximized. For example, there should be at least 20' 7" feet of patron usable space for a vehicle with 28' over-all length.

3.3.5 Exterior side panels are made of aluminum, steel or fiberglass with wood or metal framing.

3.3.6 Floor is protected from dust, dirt and road deterioration.

3.3.7 The roof is leak proof. A solid, opening-free surface minimizes leaks. Where openings are designed and constructed for vents, roof air, antennae, etc., special attention should be paid to sealants.

3.3.8 Doors are customized to the buyer. Adequate door closers with handles must allow full opening with security for patrons ascending or descending. Doors should be sealed against dust. A driver side door provides a safety and convenience factor. Windows on the doors affording maximum visibility are recommended.

3.3.9 Steps are built-in, added-on or provided in combination. Depth, width and height should be appropriate to service conditions. Care must be taken that the height between steps, the first step in particular, is comfortable for all customers, including the elderly or very young. First steps can be designed very close to the ground or curb (e.g., lower than 9 inches).

3.3.9.1 Step safety is observed in construction, including safety stripping, color changes, lighted step well, nonskid surface, etc.

3.3.9.2 Steps are sturdy with no rough edges.

3.3.9.3 Remote control devices are considered to lower/raise steps.

3.3.9.4 Handrails are strategically located on both sides of stair wells inside and out to meet needs of all customers, including persons with special needs.

3.3.9.5 Warning signals are provided to alert the driver when the steps are down and to stop the driver from moving the vehicle.

3.3.10 The passenger side window is equal in size to the driver's side window. Optional side windows in body panels provide natural light, even if covered with books, and reveal to passers-by movement inside the bookmobile.

3.3.11 All exterior compartments and wheel wells are tightly sealed against dust.

3.3.12 Two inches of insulation, fiberglass or equivalent, are applied to roof, floor and panels. "R" factor to be relevant to the climate. Insulation to be in addition to any other substances sprayed on these surfaces.

3.3.13 Exterior lettering and painting reflect a quality library image. If local artisans provide design work, their experience in working with similar surfaces and knowledge of the effects of exposure to the elements should be evaluated prior to any agreement.

3.3.14 Exterior lighting includes, as a minimum, flood lights at each door. Illumination on both sides of the outside panels should be provided. Docking lights are recommended.

3.4 **Provide interior furnishings of a bookmobile comparable to the design for the interior of a library.** Efficiency and appearance should be designed to enhance effectiveness and encourage customers to fully utilize the service. Avoidance of problems at the design step is a primary aim. A bookmobile's interior design meets this guideline if it responds to the following:

3.4.1 Drawings of the interior have been agreed upon by the customer and the vendor.

3.4.2 Shelving is made of durable, attractively finished solid wood, quality plywood or metal and is protected from customer wear.

3.4.3 Shelving is adjustable except where not feasible.

3.4.4 Full wall space is utilized. Ceiling and floor level moldings which reduce usable space have been avoided.

3.4.5 Shelving design includes a 15 degree angle for side shelves and 20 degree angle for rear shelves.

3.4.6 Shelving has a right angle backing.

3.4.7 A minimum of 10" between shelves is allocated. If adjustable, this height should be allowed for in determining shelving potential.

3.4.8 Special shelving needs, (e.g., periodicals, AV, pamphlets, etc.) are built into drawings.

3.4.9 Special features such as bulletin boards, closets, added storage space, screen, seats, and paperback racks are agreed upon at the design stage.

3.4.9.1 Desk needs in the vehicle are in accord with the circulation system and programs offered.

3.4.9.2 The desk(s) is/are designed to facilitate response to customer needs for assistance.

3.4.9.3 An auxiliary work table is available for writing reserves, and for registration functions. A removable work table is an option.

3.4.9.4 A lift or other device is available to assist persons who have physical handicaps to enter the bookmobile. Equipment should be evaluated as to applicability to a specific program. Probable use and an awareness of the regulations and spirit of the Americans with Disabilities Act or Canadian equivalent should be considered. Rear door placement of a lift minimizes the impact on shelving capacity.

3.5 **Provide heating and air conditioning.** Technical details will vary significantly with design, size and program. The vehicle should be comfortable at all times of the year and under varying conditions of use. A bookmobile meets this guideline if it responds to the following:

3.5.1 The vehicle has a heating, ventilation and air conditioning system adequate to maintain a comfortable temperature in summer and winter, even when doors are constantly in use.

3.5.2 Auxiliary systems for auxiliary temperature control are provided (e.g., heat strips, cab heater and air conditioner).

3.5.3 The system is designed for ease of maintenance. Roof units, for example, can offer both air conditioning and some heat and are readily serviceable and/or replaceable.

3.5.4 Standard liquid propane (LP) gas, electric or hot water heat is utilized. Availability of LP gas, size of auxiliary generator, etc., are factors to be considered.

3.5.5 Extreme weather requirements are met through such approaches as the upgrading of heating, ventilation, air conditioning, with heaters by doors, floor radiant heat, etc.

3.5.6 Where roof air conditioners are installed, heavier roof construction is utilized. Equipment on the roof raises the center of gravity and reduces roll stability. Alternatively, rear mounted air conditioners in units with shorter wheelbases can cause "tail wagging".

3.6 Provide an appropriately installed auxiliary power unit and or a separate battery system to handle current and anticipated electrical needs for heating, air conditioning, outlets for computers or circulation machines, etc. This requirement may be met through "on vehicle" equipment or "off vehicle" power. The auxiliary power plant meets this guideline if:

3.6.1 It is purchased from a recognized manufacturer and is properly sized to design requirements with reserve capacity for future needs and normal plant deterioration.

3.6.2 It is supported by a competent, authorized dealer and can provide reliable power for the following equipment of a standard make:

3.6.2.1 Air conditioning unit(s).

3.6.2.2 Heating for normal and special needs.

3.6.2.3 Required electrical outlets.

3.6.2.4 Two continuous rows of fluorescent lights the full length of the bookmobile.

3.6.2.5 Circulation system including, if applicable, non-interruptible power supply for automated system.

3.6.2.6 A shoreline for off-vehicle power of 50 feet is utilized. (See 3.6.13.)

3.6.2.7 It can be serviced locally by an authorized dealer.

3.6.2.8 The storage compartment is adequate to house and ventilate the power plant.

3.6.2.9 The storage compartment is properly sealed and insulated.

3.6.2.10 The power plant is installed on a slide out tray for ease of servicing. Generator compartment and installation should be in conformance with national electric code requirements and generator manufacturer's installation guidelines.

3.6.2.11 An hour meter is included in the power plant.

3.6.2.12 It utilizes the latest proven technology.

3.6.2.13 Shoreline Power Cord and Plug-Ins

3.6.2.13.1 Properly sized for amperage and length requirements (e.g., 3 wire 120V).

3.6.2.13.2 Adequately sized storage compartment, for ease in putting in and taking out. Electric reels are not recommended.

3.6.2.13.3 Fitted with waterproof, current interruptible plugs and receptacles. Adherence to National Electrical Code - type 309 U.L. is recommended.

3.7 Provide a driver's area which includes space for the driver and an additional passenger. The driver's area should be safe, comfortable, have necessary instruments and be capable of utilization for public service as needed. The cab meets this guideline if:

3.7.1 The driver and passenger seats have seat belts and meet FMVSS 207, "Seating Systems-Passenger Cars' Multiple Purpose Passenger Vehicles, Trucks, and Buses" and 210, "Seatbelt Assembly Anchorages- Passenger Cars, etc." requirements.

3.7.2 The driver and passenger seats are fully adjustable. If appropriate to the program, seats swivel to operate as desk seats when desks are utilized.

3.7.3 The windshield and other glass design affords the driver maximum visibility. Construction shall be safety plate grade, laminated, and tinted. All glass shall conform to specific Department of Transportation standards, i.e., laminated safety plate for windshields and laminated safety plate or tempered glass for other glazing. Must meet FMVSS 205, "Glazing Materials" requirements.

3.7.4 The usual dash board instruments reflecting appropriate regulations and safety needs are provided and meet FMVSS 101, "Controls and Displays" requirements.

3.7.5 Side view mirrors are included to meet FMVSS 111, "Rearview Mirrors" requirements. "West Coast Type" is a functional standard.

3.7.6 A high capacity heater and defroster which meets FMVSS 103, "Windshield Defrosting and Defogging" requirements, with an auxiliary dash board fan to keep the windshield clear in all weather conditions, are provided.

3.7.7 A high quality windshield wipers and washer system, which meets FMVSS 104 "Windshield Wiping and Washing" requirements, is installed.

3.7.8 Dome lights are appropriately placed.

3.7.9 Required safety items such as Halon/ABC fire extinguishers are provided. (See 3.8)

3.7.10 A two-way communication device is installed.

3.7.11 Adequate sun visors and sun shades as needed are provided.

3.8 All the applicable rules, regulations and laws governing motor vehicles and electrical installations of the following agencies are met:

3.8.1 Federal Motor Vehicle Safety Standards (FMVSS)

3.8.2 Department of Transportation (DOT)

3.8.3 State Motor Vehicle Codes

3.8.4 National Electric Code (NEC)

3.8.5 Environmental Protection Agency (EPA)

3.8.6 Occupational Safety and Health Agency (OSHA)

3.8.7 Underwriters Laboratory (UL)

3.8.8 Canadian Standards Association (CSA)

3.8.9 State, County and Municipal or Provincial Codes

3.9 Minimum safety equipment is provided: The vehicle should be equipped to operate in a safe manner for the protection of staff and public and meet FMVSS 108, "Lamps, Reflective Devices and Associated Equipment" requirements. A bookmobile meets minimum safety equipment guidelines if it has the following equipment:

3.9.1 Headlights (2)

3.9.2 Tail lights (2)

3.9.3 Stop Lights (2)

3.9.4 Parking Lights (2)

3.9.5 Turn Signals (4)

3.9.6 Rear License Light (l)

3.9.7 Backup Lights and a back up alarm

3.9.8 Triple Light Marker Lights (Front-Rear)

3.9.9 Reflectors - As regulated per FMVSS 108 as cited

3.9.10 Effective Escape Exit Option

3.9.11 Mirror mounted on vehicle, where appropriate, to see area in front of head lights to reduce danger of pedestrian accidents

3.9.12 Secure mounting for first aid kit and fire extinguisher

3.9.13 Other devices which may be required by relevant statute or regulation

3.10 Important miscellaneous items are addressed:

3.10.1 Terms of pick up or delivery of the vehicle are agreed upon in advance to the satisfaction of both buyer and vendor.

3.10.2 Warranties of a standard nature are provided by the vendor. At delivery, written and verbal instructions on operation and maintenance of vehicle and components are provided.

3.10.3 Inspections of the vehicle on an agreed upon schedule by knowledgeable library staff or consultants shall take place from the time the first work is done on the chassis through final delivery. This reduces misunderstandings over required features and encourages completion of the work on time and in accordance with specifications. Appropriate times for inspection by the purchaser are:

3.10.3.1 At chassis delivery, if convenient.

3.10.3.2 During floor and wall framing.

3.10.3.3 During interior wood working.

3.10.3.4 Before delivery (final inspection).

3.10.4 Areas for special consideration at inspection:

3.10.4.1 Seals at openings (e.g., doors) and body seals for water/dust.

3.10.4.2 All functioning equipment, outlets and instruments.

3.10.4.3 Exhaust system (e.g., if muffler and pipe clamps are attached and tight).

3.10.4.4 Firmness of exterior wiring.

3.10.4.5 Proper door closings (e.g., if doors slam tight and open fully).

3.10.4.6 Wood quality specifications of shelving.

3.10.4.7 Load capability of generator/light plant.

3.10.4.8 Chairs, e.g., swivel fully if specified to do so.

3.10.5 Final payment should not be made before all specifications are met.

3.11 Consider optional equipment which may enhance the service program. Options listed below are among those utilized for specific programs and should be considered:

3.11.1 Inside and outside speakers for radio/tapes.

3.11.2 Engine block heaters.

3.11.3 Low water/oil alarm.

3.11.4 Wheel chair lift as appropriate and feasible. Note comments in 3.4.9.4.

3.11.5 Side mirrors adjustable from cab interior.

3.11.6 Media equipment.

3.11.7 Securable racks for paperbacks or other materials.

3.11.8 Diesel engine and generator.

3.11.9 LP powered auxiliary light plant. See 3.11.10.

3.11.10 An engine is fueled with an "alternate" fuel such as Compressed Natural Gas (CNG), Liquid Petroleum (LP), Liquid Natural Gas (LNG) if appropriate and if the chosen fuel and trained mechanics for service are locally available.

3.11.11 Cruise control.

3.11.12 Cab air conditioning.

3.11.13 Cross over switch to allow engine battery to start generator and vice versa.

3.11.14 Flood lights on street side.

3.11.15 Housing for tool box containing minor tools.

3.11.16 Rear closed circuit TV

3.11.17 Remote spot light for backing or pulling out.

Section 4. Bookmobile Maintenance

Essential to a reliable bookmobile program is vehicle maintenance.

4.1 All maintenance and warranty documents should be followed.

4.2 A schedule of maintenance for the vehicle and generator/light plant should be developed and followed.

4.3 A reliable mechanic and convenient garage able to work on the bookmobile should be assured.

4.4 Daily maintenance.

Check the vehicle for safety items such as the brakes, tires, horn, windshield wipers and lights as well as the recommended fluids. Problems can develop overnight and all safety items should be checked before leaving the garage.

4.5 Periodic maintenance.

Manufacturers' documents which come at time of delivery and which spell out recommended periodic maintenance checkpoints should be followed. In addition, drivers should be encouraged to note unusual noises or variances from the vehicle's normal operation.

4.6 Generator maintenance.

The generator/light plant will have maintenance recommendations similar to the vehicle. These recommendations should be followed scrupulously. More frequent attention may be appropriate.

4.7 Back up delivery system.

A back up delivery system should be considered to facilitate maintenance without loss of service.

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